



CITY OF LONG BEACH

POLICE DEPARTMENT

400 WEST BROADWAY • LONG BEACH • CALIFORNIA 90802 • (562) 570-7260 • FAX (562) 570-7114

ANTHONY W. BATTS
Chief of Police

CITIZEN COMPLAINT PROCEDURE

INTRODUCTION

The Chief of Police has the legal mandate to insure that a well-defined procedure exists for the investigation of complaints against Department personnel.

The employees of this Department are carefully selected, highly trained and serve with a pride of professionalism. However, as in any large organization, deviations from ideal performance occur. Allegations of misconduct against Department personnel are investigated thoroughly and objectively, with the goals of maintaining the integrity of the Department and the confidence of the public.

The proper administration of law enforcement will only be assured if a highly professional police agency is maintained - one, which respects itself and earns the respect of the public. The Long Beach Police Department has made vigorous efforts to achieve this status and it is our desire to provide the means whereby it might be sustained.

PROCEDURE

Every citizen has the right to make a complaint against any employee of the Police Department. The complaint may be made to any supervisor, the Watch Commander or the Internal Affairs Division. A complaint may be made in person, by telephone, by mail or by a person not directly involved in the incident. Complaints may also be made anonymously. The Department will release to the complaining party a copy of his or her own-signed statement after the complaint is filed.

Once a complaint is received, the following procedure is followed:

1. The complaint is forwarded to the Internal Affairs Division where it is given a file number and assigned for investigation.
2. After the complaint is numbered, it is assigned for investigation at the Bureau level or by the Internal Affairs Division.
3. The person filing the complaint will be sent a letter acknowledging the Department has received the complaint and indicating the file number.
4. Upon completion of the investigation, the case will be forwarded to the Chief of Police for final disposition.
5. After final disposition of the case, the complainant will be sent another letter advising the outcome of the investigation.

THIS FORM IS AVAILABLE IN AN
ALTERNATIVE FORMAT BY REQUEST TO
COMMUNITY RELATIONS AT (562) 570-7215

ADMINISTRATION BUREAU
(562) 570-5830
FAX (562) 570-5833

INVESTIGATIONS BUREAU
(562) 570-7350
FAX (562) 570-7175

PATROL BUREAU
(562) 570-7214
FAX (562) 570-7058

SUPPORT BUREAU
(562) 570-7342
FAX (562) 570-6018

Citizen Complaint Procedure
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Department investigators make every effort to uncover the truth in each situation. In those cases where a citizen feels that a proper investigation has not been conducted, the citizen may contact any of the below listed agencies:

Long Beach Police Department
WATCH COMMANDER (24 hours)
400 West Broadway
Long Beach, CA 90802
(562) 570-7260

District Attorney's Office
Los Angeles County
415 West Ocean Boulevard
Long Beach, CA 90802
(562) 491-6301

Attorney General's Office
State of California
3850 Wilshire Boulevard
Westwood, CA 90010
(213) 894-0212

Citizen Police Complaint Commission
Long Beach City Hall-2nd Floor
333 West Ocean Boulevard
Long Beach, CA 90802
(562) 570-6891

Long Beach Police Department
INTERNAL AFFAIRS DIVISION
333 West Broadway Suite #100
Long Beach, CA 90802
(562) 570-7343

Public Safety Advisory
Committee
c/o City Clerk
333 West Ocean Boulevard
Long Beach, CA 90801

Grand Jury
Los Angeles County
B-303 Criminal Courts Building
210 West Temple
Los Angeles, CA 90012

Federal Bureau of Investigation
501 W. Ocean Boulevard
Suite #7370
Long Beach, CA 90802
(562) 432-6951